

Project T.E.A.M

Trying to eliminate appointments missed

Jefferson County Birth To Three
Program

AIM

To decrease no show appointments

- To target the 40 families (out of 120) that had habitual issues with no show appointments with Early Intervention Team.
- Decrease no show appointments 50% from over 20 missed to 10 a month.
- Started project August 1, 2011
- Reviewed data for a 2 months.





Who is the Project **T.E.A.M**

Executive Sponsor- Diane Bazylewicz

Change Leader- Karen Rupnow

Team Members- Lynette Holman, Dora Esquivel and Karen Brunk

Impact

- No shows were reduced 50% with the new calendar system.
- Parents report that they like calendars and easy to use.
- Staff report that they feel it is very effective, and families are using this. Positive feedback
- Will implement with all new families as of November 1, 2011.

Sustainability Plan

- Calendars and materials are inexpensive to copy.
- Very successful for the families and our program.
- Service Coordinator will give to all new families at initial IFSP
- New procedure implemented in our Birth to Three Program.



Project Completed

